# New international services
## Changes to our PAC API

## Overview
On **18 April 2016**, we'll launch a new, simplified range of international delivery services.

If you're using our Postage Assessment Calculator (PAC) API interface, there's a few changes you should know.

This guide provides technical information changes to the PAC API. If you're using our international parcel and letter services, we'll be in touch soon with more on the lodgement front.

## Products and services
Customers will have access to the following international services via the PAC API:

**International Post — Courier**

International Courier:
- 1-2-business days* delivery to selected destinations
- Tracked service
- Available for Letters and Parcels
- Only available at selected metropolitan outlets within the International Courier network ^
- Replaces the ECI Platinum service

**International Post — Express**

International Express:
- 2-4 business days* delivery
- Tracked service
- Available for Letters and Parcels
- Replaces the Express Courier International service

**International Post — Standard**

International Standard:
- 6+ business days* delivery
- Tracked service
- Available for Parcels only
- Replaces the Pack and Track and Express Post International services

**International Post — Economy**

International Economy:
- 10+ business days* delivery
- Untracked service
- Letters – Airmail
- Parcels – Airmail and Sea Mail
- Registered Post International prepaid envelopes will be retained
- Replaces the current Airmail and Sea Mail services

*Estimated delivery time between metro areas of major cities. Excludes any time in customs and delays due to reasons outside of Australia Post's control. Country specific delivery times will be available online at auspost.com.au from 18 April 2016.

^Not available for all countries. For further details, see our International Post Guide at auspost.com.au/apps/international-post-guide.html from 18 April 2016.

# Products and services, cont.

Customers will have access to the following included and add-on features via the PAC API:

### Signature on Delivery++:
- Provide proof of delivery by ensuring a signature of the delivery is captured.
- Included with Express.
- Available as an optional feature for Standard and Economy.

### Extra Cover^^:
- Provide cover for loss, damage or theft of International articles.
- Extra Cover limits vary by country and service.
- Available as an optional feature for most international services.

### Tracking (including Email track advice):
- Full tracking via auspost.com.au/track.
- Email track advice is available if email address is provided by the sender.
- Sender will generally receive three emails:
  1. When the item is lodged
  2. When the item arrives at the destination country
  3. When the item is delivered
- Included with Courier, Express and Standard.

### SMS track advice:
- SMS track advice is only available to Australian mobile phone numbers.
- Sender will generally receive three SMS messages:
  1. When the item is lodged
  2. When the item arrives at the destination country
  3. When the item is delivered
- Included with Courier and Express.
- Available as an optional feature for Standard.

^^ Extra cover - Additional charges apply. Extra Cover is only available to certain countries. Cover restrictions may vary depending on country. For further details, see our International Post Guide at auspost.com.au/apps/international-post-guide.html from 18 April 2016.

++ Signature on delivery - Additional charges apply. The signature on delivery fee does not apply to International Express. Signature on Delivery is only available to certain countries. For further details, see our International Post Guide at auspost.com.au/apps/international-post-guide.html from 18 April 2016.

# Using our Service API

The way you call the Service API won't change. The same parameters of either letters or parcels will apply, with a country code and weight to be provided. But the services codes returned will change to match the new international services, as detailed below:

| INTERNATIONAL LETTERS | | | |
|---|---|---|---|
| Service Name | New Service codes | Included Features | Add-On Features |
| Courier | INT_LETTER_COR_OWN_PACKAGING | INT_TRACKING INT_SMS_TRACK_ADVICE | INT_EXTRA_COVER |
| | INT_LETTER_COR_SMALL_SATCHEL | | |
| Express | INT_LETTER_EXP_OWN_PACKAGING | INT_TRACKING INT_SIGNATURE_ON_DELIVERY INT_SMS_TRACK_ADVICE | INT_EXTRA_COVER |
| | INT_LETTER_EXP_LARGE_ENVELOPE | | |
| Registered Post | INT_LETTER_REG_SMALL_ENVELOPE | | INT_SIGNATURE_ON_DELIVERY |
| | INT_LETTER_REG_LARGE_ENVELOPE | | |
| Economy Air | INT_LETTER_AIR_OWN_PACKAGING_LIGHT | | INT_EXTRA_COVER |
| | INT_LETTER_AIR_OWN_PACKAGING_MEDIUM | | |
| | INT_LETTER_AIR_OWN_PACKAGING_HEAVY | | |
| | INT_LETTER_AIR_SMALL_ENVELOPE | | |
| | INT_LETTER_AIR_LARGE_ENVELOPE | | |

| INTERNATIONAL PARCELS | | | |
|---|---|---|---|
| Service Name | New Service codes | Included Features | Add-On Features |
| Courier | INT_PARCEL_COR_OWN_PACKAGING | INT_TRACKING INT_SMS_TRACK_ADVICE | INT_EXTRA_COVER |
| | INT_PARCEL_COR_SMALL_SATCHEL | | |
| | INT_PARCEL_COR_MEDIUM_SATCHEL | | |
| Express | INT_PARCEL_EXP_OWN_PACKAGING | INT_TRACKING INT_SIGNATURE_ON_DELIVERY INT_SMS_TRACK_ADVICE | INT_EXTRA_COVER |
| | INT_PARCEL_EXP_SMALL_SATCHEL | | |
| | INT_PARCEL_EXP_MEDIUM_SATCHEL | | |
| | INT_PARCEL_EXP_LARGE_SATCHEL | | |
| | INT_PARCEL_EXP_BOX | | |
| Standard | INT_PARCEL_STD_OWN_PACKAGING | INT_TRACKING | INT_EXTRA_COVER INT_SIGNATURE_ON_DELIVERY INT_SMS_TRACK_ADVICE |
| | INT_PARCEL_STD_SMALL_SATCHEL | | |
| | INT_PARCEL_STD_MEDIUM_SATCHEL | | |
| | INT_PARCEL_STD_LARGE_SATCHEL | | |
| | INT_PARCEL_STD_BOX | | |
| Economy Air | INT_PARCEL_AIR_OWN_PACKAGING | | INT_EXTRA_COVER INT_SIGNATURE_ON_DELIVERY |
| Economy Sea | INT_PARCEL_SEA_OWN_PACKAGING | | INT_EXTRA_COVER INT_SIGNATURE_ON_DELIVERY |

# Using our Calculate API

The way you call the Calculate API won't change either, with the same parameters of service code, weight, country and add-on features - including Extra Cover (formally compensation) value - to be provided.

We recommended using the new service codes that are detailed on page 3. However, if you do use the old service codes, they'll be translated to the new services as detailed below. The translations are as close as possible, but please be aware of the differences.

| | Old Service Code | New Service Name | Service Differences |
|---|---|---|---|
| **INTERNATIONAL LETTERS** | INTL_SERVICE_ECI_PLATINUM | INT_LETTER_COR_OWN_PACKAGING | - Direct product translation<br>- with new included feature: SMS Track Advice |
| | INTL_SERVICE_ECI_D | INT_LETTER_EXP_OWN_PACKAGING | - Direct product translation<br>- with new included feature: SMS Track Advice |
| | INTL_SERVICE_EPI_B4 | INT_PARCEL_STD_OWN_PACKAGING | - Indirect product translation by using a parcel service<br>- with a speed of service change<br>- with new included feature tracking<br>- with new optional feature SOD, SMS and Extra Cover |
| | INTL_SERVICE_EPI_C5 | INT_PARCEL_STD_OWN_PACKAGING | |
| | INTL_SERVICE_PTI | INT_PARCEL_STD_OWN_PACKAGING | - Indirect product translation by using a parcel service<br>- with a speed of service change<br>- with new optional feature SOD and SMS |
| | INTL_SERVICE_RPI_DLE | INT_LETTER_REG_SMALL | Direct translation, prepaid envelopes only |
| | INTL_SERVICE_RPI_B4 | INT_LETTER_REG_LARGE | |
| | INTL_SERVICE_AIR_MAIL | INT_LETTER_AIR_OWN_PACKAGING_LIGHT | Direct translation |

| | Old Service Code | New Service Name | Service Differences |
|---|---|---|---|
| **INTERNATIONAL PARCELS** | INTL_SERVICE_ECI_PLATINUM | INT_PARCEL_COR_OWN_PACKAGING | - Direct product translation |
| | | | - Now with included feature: SMS Track Advice |
| | INTL_SERVICE_ECI_M | INT_PARCEL_EXP_OWN_PACKAGING | - Direct product translation |
| | INTL_SERVICE_ECI_D | | - Now with included feature: SMS Track Advice |
| | INTL_SERVICE_EPI | INT_PARCEL_STD_OWN_PACKAGING | - Direct product translation |
| | | | - Now with a speed of service change |
| | | | - Now with optional feature: SMS Track Advice |
| | | | - Now with add-on feature: SOD (previously included) |
| | INTL_SERVICE_PTI | INT_PARCEL_STD_OWN_PACKAGING | - Direct product translation |
| | | | - Now with a speed of service change |
| | | | - Now with add-on features: SMS and SOD |
| | INTL_SERVICE_RPI | INT_PARCEL_STD_OWN_PACKAGING | No such Parcel service will exist in the new International Product set. Registered is limited to 2 pre-paid envelopes only. Closest alternative is STD service and purchase INT_FEATURE_SIGNATURE_ON_DELIVERY |
| | INTL_SERVICE_AIR_MAIL | INT_PARCEL_AIR_OWN_PACKAGING | - Direct product translation |
| | | | - Now only up to 2kg |
| | INTL_SERVICE_SEA_MAIL | INT_PARCEL_SEA_OWN_PACKAGING | - Direct product translation |
| | | | - Now only between 2kg and 20kg |

# FAQs

| | |
|---|---|
| **Have the country codes changed?** | There have been some new country codes added to our country list:<br><br>| Country Name | New Country Code |<br>|---|---|<br>| BONAIRE, SINT EUSTATIUS AND SABA | BQ |<br>| CURAÇAO | CW |<br>| LIBYA | LY |<br>| SAINT MARTIN (FRENCH PART) | MF |<br><br>There have been some minor country code changes to align to the ISO standard:<br><br>| Country Name | Old Country Code | Replacement Country Code |<br>|---|---|---|<br>| TIMOR LESTE | TP | TL |<br>| TRISTAN DA CUNHA | TA | SH |<br>| NETHERLANDS ANTILLES | AN | CW | |
| **Will a Sandpit be made available for testing?** | Yes, a PAC API sandpit has been provided through the following URL:<br>https://digitalapi-staging.npe.auspost.com.au/postage-staging<br>This sandpit is available now and will be decommissioned on 31 May 2016.<br>Please note: All prices calculated via the sandpit are subject to change and are Commercial In Confidence. |
| **Has the production URL changed?** | Yes, our APIs are now hosted at https://digitalapi.auspost.com.au/postage<br>We'll decommission the old API soon. |
| **Are there any changes to the domestic delivery services?** | No, the changes only affect our international delivery services, however our back-end technology has been uplifted, so we recommend developers testing applications use the Service API and Calculate API from a Domestic and International service perspective. |
| **Are there any options that are no longer available?** | Yes, the following options will no longer be supported through the PAC API:<br>• INTL_SERVICE_OPTION_COMPENSATION (replaced by INT_EXTRA_COVER)<br>• INTL_SERVICE_OPTION_PICKUP_METRO (refer to lodgement arrangements)<br>• INTL_SERVICE_OPTION_CONFIRM_DELIVERY (replaced by INT_SIGNATURE_ON_DELIVERY)<br>If you call for these services, there will be no price provided in the response. |
| **Who do I contact if I have questions?** | Please don't hesitate to email us at pacsupport@auspost.com.au. |